

Supply Chest

November 17, 2000

Navy Core Values: Honor, Courage, Commitment

Vol. 52 No. 13

LSC commissioning to revolutionize waterfront support

"Today is truly an historic moment in the eighty-one-year history of the Supply Center," said Captain Bill Kowba, Commanding Officer of the Fleet and Industrial Supply Center (FISC) in his remarks at the Nov. 3 opening of the Logistics Support Center (LSC) in building W-143. "The LSC signals a renewed focus by the Naval Supply Systems Command and its six FISCs. That focus is on standardizing and maximizing customer service worldwide and strengthening our organizational ties to this waterfront (fleet) and in other Navy fleet concentrations where FISCs are delivering goods and services today," he added.

The goal of the Logistics Support Center, as the first phase of the initiative is implemented, is to provide a strong shore support cadre of functional supply experts trained in using state-of-the-art telecommunications and workload

(see LSC on page 4)



Several senior area Naval Supply Corps officers gathered to cut the ribbon on Nov. 3 when FISC "commissioned" its Logistics Support Center, or LSC. From left to right are Rear Adm. Steve Maas, Navy Exchange Commander; Rear Adm. Paul O. Soderberg, CINCLANTFLT Supply Officer; Capt. Eddie Fishburne, COMNAVSURFLANT Supply Officer; Capt. Frank Lawton, COMSUBLANT Supply Officer; Cmdr. Parke Guthner (partially hidden), representing COMNAVAIRLANT; and FISC Commanding Officer, Capt. Bill Kowba. The LSC will revolutionize service to the waterfront not only along the Naval Station piers, but also for FISC customers at the Naval Amphibious Base, Little Creek, and at the Norfolk Naval Shipyard.

It's health care "open season"

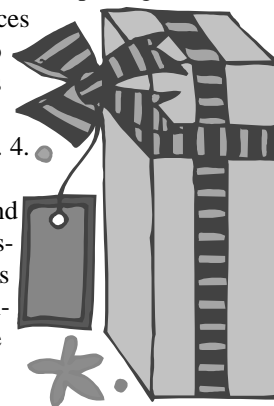
All hands are reminded the Federal Employee Health Benefits (FEHB) Program "open season" began Nov. 13, and lasts until Monday, Dec. 11. This is the period during which federal workers can enroll in the program and those already enrolled can change current coverage.

Having and understanding medical insurance coverage for you and your loved ones is of vital importance. If you have any questions, check with the Human Resources Office. Waiting until you have a medical need to think about coverage is too late. Plan ahead!

Mail Christmas "goodies" early

You can beat the year 2000 holiday mail rush by mailing packages, letters, and cards early. This is especially important for those who will be mailing items to and from overseas military addresses. Avoid having your Christmas packages and mail received after the holidays – follow the U.S. Postal Services recommended mailing dates. For military mail going to APO and FPO addresses, the mailing date for air letters and cards, and priority mail, is Dec 11. For parcel post and airlift and space-available mail, the mail date is Dec. 4. All surface mail should have been mailed by Nov. 6.

Pass the word to your friends, acquaintances, and loved ones overseas that mail destined for all U.S. domestic ZIP codes should be mailed by Dec. 11 – this includes air letters and cards, along with priority mail. Space available mail coming to America from overseas should be mailed by Dec. 8.



Bravo Zulu



Defense Distribution Depot Norfolk Commander, Capt. Dick Trowbridge, receives a Reinvention Recognition plaque from Army Brig. Gen. James H. Pillsbury, Commander of the Defense Distribution Center in New Cumberland, Pa. DDNV received the award for its success in partnering with DDC in streamlining operations to reduce operating costs and save resources.



Fleet and Industrial Supply Center employees, Ms. Tamara Cartos and Ms. Elizabeth Lewis display certificates for successfully completing segments of NAVSUP's two-track Corporate Management Development Program (CMDP I and II). The program curriculum is geared to developing senior managers, and is open to grades GS 11 and 12 (CMDP I) and GS-13 (CMDP II).



Local DDNV worker nets DLA Employee of the Quarter award

Defense Distribution Depot Norfolk's Ms. Lynda Williams receives the Defense Logistics Agency (DLA) Employee of the Quarter Award for the 3rd quarter of fiscal year 2000, from DLA Director, Lt. Gen. Henry T. Glisson, at agency headquarters in Fort Belvoir, Va. Ms. Williams is a distribution processing expeditor with DDNV's Issue and Shipping Division. She was nominated for the award because of her ability to support all three major physical distribution processes performed at the depot (stowing receipts, maintaining the readiness of stock, and issuing material) and for her overall high individual productivity. She has been at the Norfolk Center complex since 1983, when she began her career as a warehouse worker (a position which was later redesignated as that of material handler).

Supply Chest

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From the helm . . .

Sharing the Learning Resource Center and eBusiness – and happy holidays!



Centerites,

A few months have passed since I spoke with you at the Town Hall meetings. A lot has happened since then. We have commissioned the new Logistics Support Center, completed the A-76 study that allowed us to retain the HAZMAT operation inhouse, commenced the retail supply A-76 assessment that will not conclude until the Fall of 2002, and opened the Learning Resource Center. Another new item is that the Executive Director (ED), Ms. Etherington, and I have begun writing a regular column to you. The ED's first article, "If you build IT, will they come.." appeared in the Nov. 3, 2000, issue of the *Supply Chest*. The ED and I will alternate in writing pieces for the *Supply Chest*.

During the Town Hall meetings, I stressed to you that there was a great need for all of us to communicate in a timely and accurate manner, up and down our chain of command. There have been some changes to improve our dialogue. You have probably observed that the *Supply Chest* is once again published twice a month. Bob Anderson and the Public Affairs staff are delivering to you news that counts, on a more frequent basis. We are also ever refining our web page and adding to it. The Public Affairs people are also creating an electronic suggestion box for you to use in providing feedback to the command. I will come out to hold Town Hall meetings with you every so often, stop by to visit in between formal gatherings, and

write a column to you each month.

This first column covers a number of issues and allows me to share with you what's at the front of my mind. I want to start off with a discussion of personal development. On Oct. 31, 2000, we opened the Learning Resource Center on the sixth floor of W-143, across the way from the cafeteria. This facility will assist you in retooling skills, becoming familiar with different information technology capabilities, and developing resumes. Codes 40, 50, and 80 will be establishing schedules and procedures for managing the center. I cannot emphasize to you enough the need to regularly assess your skills and pursue self improvement. The Learning Resource Center is just one vehicle for doing that. We need to take control of own skills portfolio and take steps to keep ourselves current and competitive for new job opportunities. I periodically ask myself where I stand in terms of job capability in this ever evolving and increasingly technical world.

That brings me to my second topic, that of eBusiness. You may have recently read that NAVSUP has been selected to stand up the Department of the Navy's eBusiness Operations Office. Our Vice Commander, Rear Adm. Bird, will oversee a staff in Mechanicsburg that will identify emerging electronic business capabilities and centralize operational control of several existing electronic transaction and credit card systems. We in the NAVSUP family are leading the Navy into the cyber marketplace by adopting many of the commercial eBusiness tools. At FISC Norfolk, we have already taken advantage of the eBusiness possibilities by conducting a "reverse auction" over the Internet. There are tremendous logistics opportunities along the information highway. That is why I am stressing the need for keeping our skills current. Our supply processes are changing forever to thrive in a technical world. Recognizing that we need to get smarter about Ebusiness, an off-site workshop has been scheduled

for FISC managers to receive briefings on eBusiness. American Management Systems will facilitate the all-day event. Our staff – especially the acquisition people – has already been assisting NAVSUP in populating the newest version of the One-Touch Supply system with the catalogues of suppliers. There will be more of these kinds of initiatives in which the FISC Norfolk team will be an active participant.

Speaking of initiatives, I will be attending the next NAVSUP Strategic Off-Site Conference in late November. I went to a similar two-day conference in early July and shared many of the off-site topics with you at our Town Hall meetings. This upcoming off-site will review the status of our four key strategic goals associated with customers, products, processes, and people. There will also be briefings on the FISC of the Future, One Touch Supply, eBusiness, and other very relevant subjects. I will certainly keep you informed on the off-site discussions.

Let me close by wishing you all a very Happy Holiday Season with family and friends. We have a lot to be thankful for in our great country. Looking back on current events of the past month should make us all reflect on how wonderful our democracy is. We were all shocked and saddened by the terrible *USS COLE* tragedy. I noted though that our Navy, both military and civilian, immediately closed ranks to support and comfort our own people. We always take care of our own. We were also amazed by the results of election night. At this writing, we still do not know who will be our next Commander-in-Chief. Our heartstrings have recently been tugged in remarkable ways. Through the good and the bad, we are a resilient people who will protect the fabric of our society that the Pilgrims helped to weave almost four hundred years ago. Let us give thanks and God bless.

Capt. Bill Kowba
Commanding Officer

LSC designed to offer “one-stop” shopping for ships . . .

(continued from page 1)

tracking technology. The aim is to provide optimal responsiveness and service to the afloat supply department while using a minimum of resources. Husbanding services include – but are not limited to – brokering and coordination of general husbanding services; assisting with part ordering and tracking, material manifesting and material turn in; resources for ceremonial support; reviewing outstanding requisitions for delivery against alternative sources of supply, and providing supply and logistics training availability information.

Many of the necessary pier services a ship requires are available with a single phone call to Port Operations or the Public Works Department. However, Logistics Support Representatives (LSR) in the LSC can assist with any last minute pop-ups or communications difficulties. LSRs can also track logistics requests (LOGREQs) and efficiently track and coordinate any requirements a ship's supply officer may have, from help in obtaining vehicles to delivering mail to the ship. While a ship is in port, LSRs can assist ships with



Capt. Bill Kowba, FISC CO, and Rear Adm. Paul Soderberg, former FISC CO and currently the U.S. Atlantic Fleet's Logistics and senior Supply Officer, cut the cake at the Logistic Support Center commissioning on Friday, Nov. 3. In the background are historical photos showing the evolution of what began in 1919 as the Naval Supply Depot, to the 21st century Fleet and Industrial Supply Center.



FISC CO, Capt. Bill Kowba, speaks at the Logistics Support Center commissioning on Nov. 3, emphasizing how the LSC will take the workload off the ships and give them “one-stop” shopping for logistics and husbanding services.



The Logistics Support Center will revolutionize waterfront service the FISC will provide. It will be a far cry from the days before and during World War II (and for a while thereafter) when goods were frequently transported from warehouses to the piers aboard spoke-wheeled trailers pulled by gasoline-powered tractors.

... it will revolutionize waterfront customer support

bearer walk-throughs to ensure the most efficient use of a sailor's time. Training visits from the Fleet Assist Team and the Navy Food Management Team can be arranged through the LSC's training coordinator. A schedule of all supply training opportunities in the Tidewater area will also be available. Assistance in obtaining ceremonial support is also available for any situation, including changes of commands and burials at sea. LSRs are available to assist the afloat supply officer in any endeavor necessary.

The LSC will be operational 24 hours-a-day, seven days-a-week. A Call Center (1-877-41-TOUCH or DSN 510-42-TOUCH) representative will answer all calls to ensure customers can get 24-hours-a-day assistance. If the problem cannot be resolved by phone, calls will be transferred to the LSC, where an LSR will be dispatched to assist. After regular working hours and during holidays, the Call Center will gather enough information to ensure an LSR can resolve the issue on the next business day. However, if the requirement is urgent in nature, the FISC duty officer will take it for action.

In his remarks at the LSC opening ceremony, Rear Adm. Paul Soderberg,

the Atlantic Fleet's senior supply and logistics officer and former FISC CO, echoed the feelings of the Chief of Naval Operations, Admiral Vern Clark, when he talked about quality of service. "...how well the shore infrastructure is taking care of the fleet's requirements – the ships we see around here – that's what the Navy is all about. The rest of us, including me, are only here to take care of those combatants. Our challenge is to provide the best quality products and services for the Bluejacket down here on the waterfront," said Rear Adm. Soderberg.

Fleet and Industrial Supply Center Executive Director, Ms. Sid Etherington, said, "By redefining the customer service role and opening this LSC, we are putting the 'fleet' back in FISC."

"The aim (of the LSC) is to provide optimal responsiveness and service to the afloat supply department while using minimum resources."



In the photo at left, guest speaker, Rear Adm. Paul Soderberg, addresses those attending the LSC commissioning at building W-143 on Nov. 3. Rear Adm. Soderberg stressed the importance of providing top quality support and services to waterfront customers, since supporting the fleet is the FISC's reason for being. He acknowledged FISC Norfolk already had a reputation for providing outstanding services to area ships so it will be actually be merely maintaining an 81-year tradition. In the above photo, a crowd surrounds displays from service providers who demonstrated the goods they will offer through the LSC following the Logistics Support Center's official opening.

Ribbon-cutting includes donation for USS COLE

The partnership between Gaithersburg, Md.-based EG&G Technical Services, Inc., and Fleet and Industrial Supply Center, Norfolk, for Super ServMart operation celebrated its one-year anniversary with a recent ribbon-cutting and inventory expansion. Cutting the ribbon were (left to right) Cmdr. Dave Wiggs, (FISC Code 300 director); Robert Berrang from the Virginia Industries for the Blind; George Melton, President and CEO for EG&G; Lt. Col. Pete Altivila from the Defense Logistics Agency; and John Hanlin, EG&G Super ServMart Program Director. Included in the Super ServMart's expanded inventory are medals and ribbons, a high end "IT Mart," and Defense Logistics Agency organizational clothing such as flight deck and air crew gear, and foul weather jackets. During the ceremony Capt. Kowba, on the Navy's behalf, also accepted a \$1,000 check which EG&G was donating to the USS COLE relief fund.



Meanwhile, FISC offers staging area for COLE uniforms

In the aftermath of the terrorist attack on USS COLE (DDG-67) in the Middle East port city of Aden, Yemen, the crew returned to COLE's homeport of Norfolk, Va., while the ship itself was sealed and is currently on its way to the U.S. aboard the Norwegian heavy lift transport ship BLUE MARLIN. This unique commercial vessel is sailing to American shores via the southern tip of Africa. The ship's transit is expected to take several weeks, with the COLE scheduled to arrive stateside in mid-December.

Meanwhile, COLE's crew returned in early November, and each member was allowed to bring two boxes of uniforms. The boxes were staged in building W-143, where the crew has been picking up their belongings while on leave. Crew leave expires Dec. 1st, when some will transfer via normal end-of-tour rotation. Others will remain with the ship during the repair period. The ship will be repaired in Pascagoula, Miss., where it was built.



Above, USS COLE Supply Officer, Lt. Denise Woodfin, talks to a crew member's daughter in building W-143 in the COLE's temporary stowage cage. In the photo at left, COLE crew members arrange boxes of uniforms awaiting pickup by crew members on leave.

Recource Center reopens to offer career transition assistance



FISC Code 40's Ron Phillips, Executive Director Sid Etherington, and FISC Commanding Officer Capt. Bill Kowba, cut the ribbon reopening the FISC Resource Center. The center will help workers making a career transition.

Are you about to embark upon a new career – perhaps because of downsizing or maybe because you're just looking for a change? The FISC Resource Center has reopened and is ready to help you with your career search. Located on the 6th floor of building W-143, the Resource Center will be open from 11 a.m. to 1 p.m. during the period Dec. 5-7, and Dec. 12-14.

Everyone is welcome to visit the center during those hours and use a computer or learn about what the center offers today and what plans are for the future.

For access to the center during times other than those mentioned, an appointment will be required. To schedule appointments, or for more information, contact Ms. Debra Monroe Winston at 443-1054.

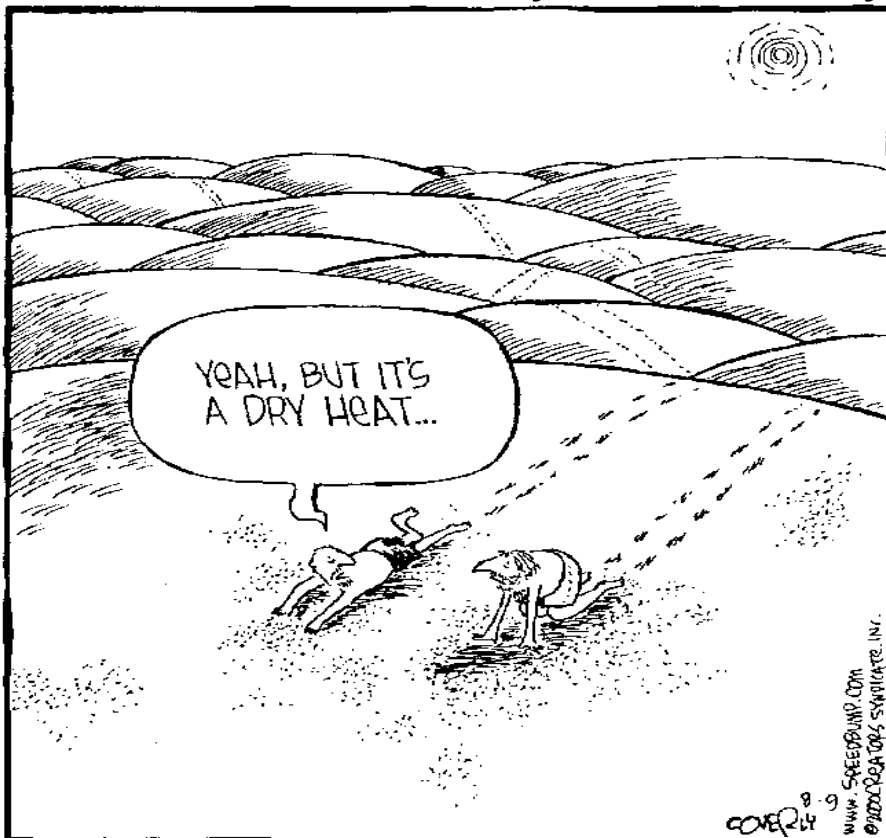
New FISC Labor Relations Director reports aboard



Mr. J. Lynn Thomas recently joined the Fleet and Industrial Supply Center team as the Director of Labor relations. He reports from the Navy Public Works Center, where he was a member of the PWC satellite Human Resources Office.

SPEED BUMP

by Dave Coverly



CEAP short take

November had many national awareness issues, and was National Diabetes Month and Safe Toys and Gifts Month. It also had the "Great American Smokeout." CEAP distributed literature throughout the month (always available from the CEAP office) to support its goal of prevention.

Ms. Veronica Thomas, CEAP Counselor, offers many professional services and counseling free to all workers and their immediate families assigned to FISC, NAVTRANS, FOSSAC and DIPIC. All eligible workers are urged to utilize CEAP's services. For more information, contact Ms. Thomas at either 443-1049 or 443-1490. Remember, CEAP wants to serve you!

It's your money

TSP funds have mixed returns

The news is mixed for Centerites who have invested in the Thrift Savings Plan, or TSP. For the eighth month this year, the C (common stock) fund, dropped in October, down by .4 percent. However, the fund's eight-month return is still a positive one at 6.01 percent for the last year.

Meanwhile, the F, or bond, fund and the G – government securities – funds both ended October with gains. The F fund gained .66 percent, while the G fund earned .51 percent. The bonds' cumulative gains for the past 12 months have been: C fund, 6.01 percent; F fund, 7.36 percent; and the G fund, 6.51 percent.

Nov. 15 also began Open Season for the TSP. Federal workers have from then until Jan. 31, 2001, to enroll in TSP or – if already enrolled – to change the amount of their pay they want to invest in TSP. During the Open Season, federal workers can also change the funds in which they want to invest and how much they want to invest in the funds.

Workers need leave

Two Defense Distribution Depot, Norfolk, employees need donated leave due to medical emergencies. The two workers are Brian Burke (DDNV Code E) and William Mitchell (DDNV Code PW).

Contact the DDNV Human Resources Office if you can donate leave to either or both of these individuals. They will be grateful and you'll be helping a co-worker.

**Holiday reminder:
both Christmas Day
and New Year's
Day fall on a
Monday!**



It's health care plan "Open Season"



Centerites stop and get information from one of the many health insurance providers who participated in the recent Health Fair held in the building W-143 sixth floor mall area. It is currently health insurance "open season," and federal workers can change their existing Federal Employee Health Benefits (FEHB) coverage or – if not enrolled – they can sign up for the program. FEHB is considered one of the best and least expensive "corporate" health insurance programs in the country. The open season ends Monday, Dec. 11. If you have any general questions about FEHB, contact the Human Resources office. Questions concerning the specifics of your policy coverage should be addressed to your health care provider.

FISC leaders attend eBusiness workshop

On Friday, Nov. 17, Fleet and Industrial Supply Center, Norfolk held its first senior leadership eBusiness workshop at the Norfolk Airport Hilton Hotel. The workshop provided an overview of eBusiness, introduced "best of breed" eBusiness vendors, and provided eBusiness experts with whom FISC Norfolk could brainstorm eBusiness solutions, and business challenges. There was also a question-and-answer session.

The international business and information technology consulting firm, American Management Systems (AMS), facilitated the workshop and it was AMS' eBusiness strategy methodology which guided the Naval Supply Systems Command (NAVSUP) leadership in developing its strategy for entry into the eBusiness world.

Following opening remarks by Capt. Bill Kowba, FISC Norfolk's commanding officer, the workshop began with a look at customer relationship management and partner relationship management. AMS lead the discussion, which examined customer relationship

management deals with the demand side of the business, and how partner relationship management applies to the supply side. The key message was that today's business world consists of complicated linkages between suppliers and consumers. That relationship is now understood to be more complex than the domain of direct sales of goods and services. Several vendors gave overviews of how their programs could improve the process of conducting business over the Internet – those vendors included Enterworks, FreeMarkets, Arriba, and Plumtree.

Mr. Joe Minnick, the coordinator for the Navy's eBusiness Operations Office pilot project, briefed those attending on NAVSUP's eBusiness strategy, examining topics such as the approach, results, recommendations, critical success factors, and the next step in NAVSUP's plan to take full advantage of technology. The highly informative workshop emphasized the importance of keeping up with technology in today's business world.